

IGFOA Utility Billing Seminar
June 9, 2015
Hosted at Hoffman Estates Village Hall
with videoconference connections to
Park Forest Village Hall
City of Moline Water Treatment Plant
Aurora City Hall

AGENDA

- | | |
|------------------|--|
| 9:30 – 9:40 AM | Welcome/Introductions |
| 9:40 – 10:30 AM | Water Meter Testing, Leak Detection Surveys, and Water Loss Analysis
Understanding water usage and how it impacts the community as a whole
Todd Schaefer, Operations Manager, M.E. Simpson |
| 10:30 – 10:40 AM | Break |
| 10:40 – 11:30 AM | E-Pay Upgrades & Updates
Up to date information regarding E-Pay Internet and IVR payments
Georgia Brahos, E-Pay Participant Services Specialist
Andy Schacht, E-Pay Manager of Technical Support and Development |
| 11:30 – Noon | Break out groups / discussion with peers
Discuss in smaller groups problems you are facing and share similar issues with the entire group after lunch |
| Noon – 1:00 PM | Lunch |
| 1:00 – 1:30 PM | Q&A round table discussion with peers
Share common problems and issues with the group as a whole and discuss possible solutions |
| 1:30 – 1:40 PM | Break |
| 1:40 – 2:30 PM | Legal Aspects of Utility Billing
How to deal with legal issues encountered during the utility billing process including bankruptcy/foreclosure, liens, shut-off procedures and collections
Ann Marie Lampariello-Perez, Attorney, Rathje & Woodward, LLC |
| 2:30 – 2:40 PM | Break |
| 2:40 – 3:30 PM | Legal Aspects of Utility Billing - Q&A
Opportunity to ask questions regarding Utility Billing related issues in your community
Ann Marie Lampariello-Perez, Attorney, Rathje & Woodward, LLC |